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ABSTRACT

This student handbook accompanies a curriculum guide for a course on preemployment skills related to job searching. (The materials may also be incorporated into another course.) Following an introduction, its next 12 chapters cover topics corresponding to those in the curriculum guide. These chapters provide information on sources of employment, resumes (including a resume format), initial contact with employer, application forms, employment tests, job interviews, rejection shock, being hired, job survival, job advancement, termination of employment, and equal employment rights. A pocket resume form and a check list for a job interview are appended. (YLB)

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INTRODUCTION

Research in the area of pre-employment skills reveals a great need for students to improve in this area. The average worker of today will change jobs at least seven times during his/her working years. The vocational training program you have completed in school has provided you with entry level skills for the world of work. Competition for available jobs is great. Many times the person that gets the job is one who knows how to apply for the job and follow through, rather than the skill they possess for the job.

At this point in time most of you reading this think you know what you want out of life. To reach your goals you must be successful in the job market. Study the material in this booklet and discuss it with your friends. Develop a plan of action and follow through on all steps listed.

As competition for jobs increases there is a greater need for you to develop pre-employment skills. When you have developed these skills your chances of being employed in your chosen career field with a satisfying job will be greatly improved.

Each time you start your job search, review the information in this book. You must remember that following this guide will not guarantee you a job but will help you secure employment.

The first step to success in life is a satisfying job.

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SOURCES OF EMPLOYMENT

Every job source has a starting point--your personal contacts, people and organizations that can give you valuable job leads, and sources of employment such as want ads, public and private employment agencies, school placement services, and other trade, professional, fraternal, and civic organizations. It is best to plan from the first to make use of all such sources in your first job.

People You Know

All the people you know, no matter what their position in life, have a circle of friends, relatives and acquaintances who may be able to help you by referring you and recommending you to employers they know. It's up to you to tap each of their circles, but without imposing on anyone.

A good way of doing this is to write letters to your contacts. Here are some pointers:

1. Open by bringing your contact up to date since you last saw him or her, or if your contact is a new acquaintance you might allude to the circumstances under which you met, or mention a mutual friend. Keep the introduction brief, though.

2. Then explain that you are looking for a job, indicating the general kinds of work you are seeking.

3. Suggest that your contact may know or hear of an opening, or if not, then his or her contacts might.

4. Mention that you have or can develop a resume, should anyone be interested.

5. Close naturally and be sure to thank the person.

Remember that you want the letter to be shown around, so be sure that it is very legible, correct, and neat.

Public Employment Agencies

"Jobs for people; people for jobs" is the motto of State Employment Service, which provides professional services both to employers and to applicants. Job counselling, aptitude testing, skill evaluation, and direct job referral and placement are the free services offered you by the State Employment Service.

Private Employment Agencies

Like public employment agencies, private employment agencies are "job matchmakers", serving both individual job seekers and employers in matching jobs with people and people with jobs. Unlike the public employment service, however, private agencies are profit making enterprises providing services for a fee, which is paid either by you or the employer.

In other words, for a fee the private employment agency will do everything for you that needs to be done, including aptitude and job preference testing, ability evaluation, career counselling, assistance in preparing applications and resumes. Coaching on interview techniques and arranging job interviews for you.

Fees and services may vary from area to area, but usually you can expect to pay from 50% to 75% of your first month's pay for jobs up to $850 per month and a higher percentage for higher paying jobs.

A word of caution: Be sure you fully understand the terms of the agreement between you and the private employment agency before you accept.

Be sure you will be satisfied with the job you are placed in by a private agency, and that you fully understand the terms of your agreement, because when you accept employment, chances are you'll owe the fee.

Your School Placement Service

The purpose of you school placement service is to help you get a job when you leave school. They'll help you with applications and resumes, direct you to possible job openings, and maintain your file containing your transcripts, personal date, references, test scores, and other information that you may need. Since many employers prefer that such information be mailed directly to them from the school placement service anyhow, it can be a real convenience for all concerned. And should you change jobs it's a good idea to get in touch with your school placement service and update your records.

Unions, Apprenticeships, and Professional Organizations

Unions

It's often possible to get started in a line of work by going through the appropriate labor or

trade union because many such organizations maintain a hiring registry. When you register with a union, your name is placed on a standby list. If there are any jobs left over after all the regular members have been assigned, persons whose names are on top of the list are sent out to work and usually end up with a job that way. Occupational placement of this kind is becoming increasingly common.

Apprenticeships

Another way of working your way into a job is by becoming an apprentice, where you may learn a skilled trade by working in it for a specified time. Since standards for the apprenticeship programs are maintained through joint agreements with the Department of Labor, the training received in an apprenticeship program is not only just as any other kind of training, but also provide the opportunity to earn while you learn.

You may go to a union organization and make application for a particular apprenticeship program or go directly to a company that has an apprenticeship program.

Professional and Trade Organizations

If you are a member of a particular trade or profession or are associated with one, then the job listing service operated by the different organizations may be a good bet for you. Check in the professional and trade journals and newsletters for listings.

In addition, many fraternal, religious, and civic organizations such as the Chamber of Commerce, Rotary, Kiwanis, YMCA, YWCA, Lions, Salvation Army and PTA are frequently gold mines for supplying introductions, job leads, and referrals.

Civil Service

Since more Americans are hired by the government than any other single source, you should be sure not to overlook the opportunities offered by the civil service. Municipal, county, and state agencies, offices and divisions at all levels of government are major sources of employment and should not be forgotten. Although opportunities for civil service positions may not always receive widespread publicity, such openings are normally posted in public buildings and are maintained on an open register, and you should be sure to get on as many of these registers as possible.

RESUMES

The resume is one of the most important tools in the job search. It's purpose is to make you stand out among all the other applicants and to get you invited to an interview for the job.

It's more than just a listing of the jobs you've had. It represents the sum total of your career objectives, your education, experience, and personal history in a precise, attractive way.

Here are some general pointers in preparing your resume.

1. Always be completely accurate and truthful, as misrepresentation will catch up with you.

2. Say only what needs to be said and no more; you want the employer to invite you to an interview to find out more about you. Leave plenty of white space, but two pages is maximum.

3. Resumes that are so general that they apply to any kind of job opening usually fail to interest anyone.

4. Don't explain job changes, state salaries, give religious affiliations, include a picture of yourself, or give your references in the resume.

5. Always have friends proofread your resume and give you their comments and suggestions before you send it out.

6. Neatness counts. The final form should have the polished look of a professional resume.

Resume Format

There's no single best format for your resume, but generally speaking, if your past experiences all seem to be a straight line toward the job you are seeking, the chronological (historical) approach may be best. This is the most common format, and it is easily transferred to an application form.

On the other hand, if you have had a more varied and diversified job record, the functional approach, where you combine things the various jobs had in common under appropriate headings.

Here are the elements of all resumes.

Personal:

YOUR FULL NAME
Your complete address
Your home telephone number

Optional: You may wish to provide other information which you think will help in getting a specific job. Being unmarried and free to travel or relocate may be relevant. In applying for a job with a religious organization, being of the same faith may help. Attaching a picture is not advised.

Job Objective:

A concise and descriptive statement about the type of work you are seeking; include, if possible, the job function and the type of work setting you desire. The job objective is important because it guides the organization of the rest of the resume, determining what should be included and what should not.

Education:

Here list the schools you've attended, any honors or special programs you participated in, and any other training. You may also wish to list specific courses you have taken that relate to your job objective. Don't overlook your experiences associated with school as a fine opportunity to demonstrate some of your strengths and accomplishments.

Work Experience/Employment History

If you use the chronological approach, it is customary to begin with your last job first, giving the inclusive dates, the name and location of the company, your job and title when leaving, a short description of your responsibilities and duties, and any accomplishments and recognition you may claim. Overlook nothing important in this area, including any promotions, raises, or anything that you accomplished or was brought about through your help.

If you use the functional format, the first thing to do is to take stock of all the jobs you've ever had, picking out their similarities by the kinds of tasks or functions they have in common. For example, baby sitting and being a lifeguard both involve working with people, so you could make that a heading--"Working With People"--and under it list your experiences and accomplishments. Then make a separate simple listing of the inclusive dates, your title, and the company's name and location.

Personal Interests:

Use this section to reveal something personal about yourself--your hobbies, leisure activities, interests, etc.

References:

Put "References will be provided on request."

INITIAL CONTACT WITH EMPLOYER

The world doesn't come to you; you must go to it, making your own introductions and creating your own opportunities. And since the initial impression you will make on a prospective employer is so very important it is wise to develop some proficiency at building good relationships from the very first.

Telephone Techniques

There will be several occasions in your job search when you will be required to use the telephone. It should be stressed, however, that the telephone should never be used when a personal visit or a letter would be more effective.

Skillful use of the telephone is very important in the job search, because it is frequently the first contact you will have with your prospective employer and you will be creating an impression over the telephone. And all the person on the other end of the line will have to go on is your voice. A friendly smile can be "heard" and so can a frown. How is your telephone image? The following pointers can improve your skills:

1. Plan your call, knowing what you wish to say before you make the call.

2. Greet the person pleasantly and identify yourself, stating the reason for your call.

3. Speak distinctly, not too fast, and keep your voice well modulated, conveying an attitude of friendliness, warmth and enthusiasm. Put a "smile" in your voice and try to avoid sounding nervous.

4. Listen attentively, verifying important details and taking notes. If you don't understand something, ask the person to please repeat.

5. Keep your call brief, but not hurried, and close the call pleasantly.

Conducting a telephone conversation, like other skills, usually improves with practice. You may want to rehearse what you want to say several times before actually making the call. And when you make the call, have a pad and pencil handy to jot down important details.

Letters to Employers

Most of us start out wrong when we first look for a job. We tend to think about our own situation and the problems associated with it more than to the prospective employers and the kinds of help required for their business needs. Most people that are looking for any type of job don't get hired. Employers won't come to you, you must go to them and prove that you are what they need. For that reason, you should:

1. Learn all you can about the company before you write to them.

2. Know what you have to offer them, at least in general terms.

3. Know why you want to work for that particular company.

4. Be a dynamic salesman!

The purpose of a resume is to get you invited to an interview, and the purpose of the letter is to introduce yourself and to stimulate enough interest.

and curiosity on the part of the prospective employer to not only read your resume carefully but to really give it the consideration it deserves, so that if there are any possible openings at all in the company, chances are you'll have the opportunity to interview for them.

A letter to the employer should be brief and to the point. It should be direct and convey a sense of self confidence without being too bold and without being overly meek. By briefly describing some high point of your background linked with the employer's needs, you can establish a connection between what you have to offer and what may be needed. Here are some tips for letter writing:

1. An attractively packaged product sells best. Make sure your letter is very neat, preferably typewritten, free of mistakes and erasures and organized well on the paper. Observe all the rules of formal letter writing. Sign the letter in ink, and keep a copy for yourself.

2. Be exceedingly positive and forthright throughout. Don't "beat around the bush". The letter shouldn't be over a page long, but shouldn't consist of two or three sentences either.

3. Put enough effort into developing the letter to assure that it, and your resume will be treated with deserved respect. A poorly constructed letter will probably end up in the wastebasket, whereas a good letter will stimulate response.

4. Follow up the letter with a phone call. Even if the employer has no openings at present, perhaps he or she will be able to give you a referral.

The Walk In Approach

What could be more simple and direct than just walking into an establishment and asking the boss for a job? Of all the ways of landing a job, the walk in approach can be most effective--if you know how to do it. Like most very simple things, there is a knack involved in doing it properly.

Some of your walk-ins will be as a result of seeing "Help Wanted" signs, posters in store windows, and perhaps notices on shopping center bulletin boards; others may just be on an impulse or hunch. Wherever there may be a chance of finding a job, you should be prepared to make a walk-in application, sometimes some seemingly unlikely places. You never know where your job search may lead you; Mr. Jones may send you to Ms. Smith, who may introduce you to someone else, and so on.

For that reason, you should be sure to arm yourself with a good supply of completed pocket resume forms or resumes. For most walk-ins, the pocket resume form may be more appropriate, since it is all purpose, brief, and comparately easy to prepare. Always have plenty with you, because the more you can pass out, the better. Here are a few pointers that may also help:

1. It's always well to know as much about the company as possible--what it does, the kinds of jobs involved, its service area, history, organization, special problems, goals, and so on.

2. Frequently the boss is the first person to arrive at work. Bright and early in the morning, before things get busy, is usually a great time to drop by. If not, then, always try to catch the person at a time convenient to him or her. If one time isn't convenient, try to set up an appointment for later.

3. Appearance can be important. Generally be neat and presentable; wear what you would if you had already got the job. That way, the employer can see what you look like on the job.

4. Be alert, poised, and dynamic. Have a firm handshake and look the person in the eye.

5. Remember that the person wasn't expecting you, so don't try to take up an inordinate amount of time, but on the other hand, don't just pop in and pop out.

6. If you're at a loss for words use the pocket resume as a springboard for discussion, generally covering its major points.

7. Make the law of averages work for you. The more people you see, the more chances you'll have at landing a job.

8. And above all, don't ever get discouraged, even if the person acts in a very unreasonable manner ... you know the type. Assume it was something he or she had for breakfast and move on. You probably wouldn't want to work for someone like that anyhow.

APPLICATION FORMS

Research shows that many people are unable to properly complete a job application form because they do not understand the questions asked or what the abbreviations that are used on the forms stands for.

Being able to complete an application form knowledgeable and accurately can make the difference in being selected for the job you want. Here are some things that may help you:

Key Vocabulary Words To Know

accurate
address
applicant
application
apply
apprentice
aptitude
arrest
birthdate
blank
bonded
chronic ill
citizen
company
compensation
complete
confidential
contract
convicted
courses
defect
dependents
disability
discharge
documents
education
eligible
emergency
employed
employer
employment
experience
federal
fee
felony
firm
graduate
health
illness
information
injury
institution
insurance
interview
interviewer
legible
location
maiden name
marital status
medical
misdemeanor
misrepresentation
naturalized
notification
occupation
omission
operator
organization
permanent
permit
personal
personnel
physical
position
previous
qualifications
record
reference
relationship
relatives
residence
salary
self-employed
sex
signature
social security
specify
spouse
status
supervisor
type

Abbreviations Used on Job Application Forms

B.d.	Birthdate
D.O.B.	Date of Birth
H. or Ht.	Height
W. or Wt.	Weight
Tel.	Telephone
No.	Number
Ans.	Answer
Co.	Company or County
Mo.	Month
Yr.	Year
Zip	Zip Code
Soc. Sec.	Social Security
SS No.	Social Security Number
Avg.	Average
Dept.	Department
Exp. or Exper.	Experienced
M	Married
S	Single
D	Divorced
Sep.	Separated
M	Male
F	Female

Major Components

Personal

1. Name (full)
2. Address (include zip code)
3. Telephone (include area code)
4. Social Security Number
5. Citizenship (or permit to work in this country)
6. By whom referred
7. Position desired (job you are applying for)
8. Qualifications for job desired
9. Salary desired (open)
10. Conviction for serious crimes (felony, refused bond)

11. Physical problems (which interfere with ability to perform job)
12. Relatives or friends now employed by company
13. Date available (to start work)
14. Knowledge of foreign languages
15. License to drive a car
16. Willingness to relocate

Education

1. Names of schools attended
2. Dates of attendance
3. Years completed
4. Major field of study
5. Degrees received
6. Class standing
7. Grade average
8. Activities: Honors, athletic, clubs, etc.

Previous Employment

1. Start with present or most recent
2. Name of company, address, and phone number
3. Name of employer or supervisor
4. Nature of work
5. Wage
6. Reason for leaving
7. Don't omit date job terminated

References

1. Get permission from references to use their names
2. Don't knowingly use a poor reference
3. Suggestions:
   A. Former employer
   B. Teacher or counselor who knows you
   C. Pastor
   D. Friend of family

4. Alert reference as to type of job you are seeking and your qualifications

If at all possible, it's a good idea to try to get a copy of the application from the employer to take home with you and complete.

EMPLOYMENT TESTS

The purpose of employment tests is to determine whether you have the aptitude, interests and abilities to perform a certain kind of job. They measure whether you have necessary skills, and in case of personality tests, find out whether you can fit into the organization. The employer considers such testing very useful and frequently necessary, because a poorly selected employee can be costly. Also, an employee may be dissatisfied because he or she is underqualified or overqualified for the job. These things should be discovered if possible before hiring takes place.

What kinds of tests can you expect in job hunting, in going on to further schooling, or in other pursuits?

Intelligence Tests. Probably the most common test, this one may be called several things -- "problem-solving," "capacity to learn," "test of adaptability," "ability to adjust to new situations," IQ -- and so on. The purpose of this test is to measure your capacity to learn and to perform a required job or task.

Tests of Mechanical Aptitude or Ability. These tests are administered primarily in jobs where manipulative skills are required. You can expect a simple test of assembling nuts and bolts, placing geometric forms into receptacles in which they fit properly, and tracing a maze.

Aptitude Tests. The basic purpose of an aptitude test is to measure potential, and the test is built upon a person's inherent qualities, not upon experiences. Aptitude tests do not directly measure future accomplishment, but provide an indication of one's potential to accomplish in such areas as manual dexterity, clerical, reasoning, or numerical.

Interest or Psychological Inventories. These questionnaires are not considered tests since all you are required to do is list a preference, and a preference cannot be considered as being right or wrong. Results give clues about the types of tasks you prefer, such as mechanical, sales or artistic.

General Aptitude Test Battery (GATB). One of the most valued and widely used series of aptitude tests is the General Aptitude Test Battery (GATB) administered by the State Employment Service. School counselors know of this free testing service and often refer people to the test.

This group of tests consists of twelve separate sections: some are paper and pencil tests, while others are of the mechanical aptitude variety. The tests measure potential abilities and aptitudes in nine areas, described in the following information taken from the employment service literature:

1. Intelligence - General Learning Ability. The ability to "catch on" or understand instructions and underlying principles: the ability to reason and to make judgements.

2. Verbal Aptitude - The ability to understand meanings of words and the ideas associated with them and to use them effectively.

3. Numerical Aptitude - Ability to perform mathematical operations quickly and accurately.

4. Spatial Aptitude - Ability to think of geometric forms and to comprehend the two-dimensional representation of three-dimensional objects. The ability to recognize the relationships resulting from the movement of objects in space.

5. Form Perception - Ability to perceive pertinent detail in objects or in pictorial or graphic material. Ability to make visual comparisons and discriminations, and to see slight differences in shapes and shadings of figures and widths and lengths of lines.

6. Clerical Perception - Ability to observe differences in copy, to proofread words and numbers, and tc avoid perceptual errors in arithmetic computation.

7. Motor Coordination - Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed.

8. Finger Dexterity - Ability to move the fingers and to manipulate small objects with the fingers rapidly and accurately.

9. Manual Dexterity - Ability to move the hands easily and skillfully. Ability to work with the hands in placing and turning motions.

Anyone can take the tests. Although they are generally administered to persons seeking a job for the first time, they are also used to determine ability in those who want to change to a line of work in which they have had no experience. They are also used for those considering vocational training.

Special Aptitude Tests. Many specialized aptitude tests are available when specific qualities are being sought, such as aptitude in foreign languages, sales work, work with people, chemistry, hearing acuity, and so on.

Clerical Tests. Clerical tests are usually administered to individuals seeking positions as secretaries keypunch operators, files clerks, computer operators, banking clerks, and other positions involving mathematics or clerical procedures.

Personality or Adjustment Tests. The main purpose of these inventories is to determine whether you have the personal qualities and characteristics for a given position. In other words, do you fit the pattern for working with others in the same classification? These tests often measure such factors as:

cooperation, extroversion, adjustment, introversion, aggressiveness, nervous tendencies and general activity.

Preparing for Employment Tests

People who are quite capable of passing tests will often fail them. Many times this happens because they are not versed in how to approach the situation. This section will deal with tips on how to take tests and score more successfully.

You may not be able to prepare for many tests, especially aptitude or interest inventories. An achievement test, however, is different and you should review your time schedule and plan your time accordingly.

It is best not to cram, but to review in advance. If possible, get a sample test ahead of time so that you can get a feel for the types of questions to be asked.

Have someone else quiz you on the material to be covered. If others are taking the same test, it may be a good idea to get together and discuss possible questions that may be covered.

Taking Tests

Always read the directions carefully and ask any questions you may have on what is expected of you.

1. Is it a timed test? If so, what is the time limit? Will there be any warning given before the end of the test? Wear a watch to help judge the time.

2. What test aids are you allowed to use? scratch paper? pocket calculator?

3. Look at the entire test before jumping in. There will usually be directions that tell how to mark your answers, give sample questions, or provide guidelines for taking the test.

Various types of tests each require unique approaches, and you can expect to score better by observing the following points:

True - False

Making one of two choices, true or false, is not as easy as it sounds. Attempt to find out how the test will be scored; it may not be a simple matter of the number wrong and the number correct.

Be extremely careful of the wording on a true - false question. The questions are either true or they are false and certain words can make them so. Watch out for such all-inclusive words as "never", "always", "all", "forever", and superlatives such as "highest", "smallest", and "fastest". In order for a statement to be true or false, an absolute condition must exist when these words are used, and it takes only a single exception to disprove them.

Multiple Choice

This type of question allows you to make a choice from three, four, or five possible answers, "possible" because none of the answers given may be correct.

Scrutinize the choices and eliminate the obviously wrong ones. If you're not really sure of the answer, an "educated guess" might be worth the risk, since guessing isn't an extreme penalty with four or five answers.

Completion Questions

These types are most difficult to answer because you know the absolute answer, or you get it wrong, unless you make a lucky guess. Key points to keep

in mind with a question of this kind:

1. Can you guess, or will there be a penalty for wrong answers?

2. Many times the number of spaces in the answer will be a clue. Also, looking closely at subject - verb agreement will often help you with the answer. A plural verb will take a plural answer. The type of article preceding the answer may also be helpful: "a", "an", "the".

Matching

This type of question is matching one column of words with another. The answer column will usually contain more words than the question column in order to avoid simple matching by the process of elimination. Some tests also provide for using the same answer several times.

Essay

This type of question is to determine how well you know a specific subject and how well you can organize your thoughts in expressing an answer.

Do not approach a question of this type too hurriedly, as it usually carries more points than other sections of the tests. Give specific examples in order to illustrate your answers. Be sure to use good grammar and check to see that you have spelled and punctuated properly and your writing is legible.

Other Tips

The importance of reading the test directions carefully, knowing how the test is to be scored, and planning your approach cannot be stressed too much. In regard to the last point, do not spend too much time on one question; go on to the next

one and return later to those you have not answered. Answer first those questions you are sure of, if you have enough time to go over the unanswered questions; then do your guessing.

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JOB INTERVIEWS

The interview provides an opportunity for face-to-face communication between the prospective candidat and the employer. The job interview is a critical point in the job search, as all but the successful applicants will be eliminated from the competition for the job. This one conversation will probably determine whether you are hired or not, so it is best to know what to expect.

Personal Appearance

*Be neat and clean
*Check clothing, hair, nails, ears, etc.
*Freshly bathed
*Use deodorant
*Hair neatly trimmed and combed.
*Brush teeth; fresh breath
*Dress conservatively
*Clothing should be clean and pressed
*Avoid clothing styles that will distract the interviewer's attention from you as a person.
*Suggested clothing for men:
dark suit (blue, dark grey, brown)
black or brown shoes (clean, not overly worn)
light shirt
plain tie
dark socks
no sunglasses
(remove your hat!)
*Suggested clothing for women:
dress, suit, pant suit (not too casual)
stockings
low-to-medium heeled shoes
no sunglasses
shoes clean and not overly worn.
*Get a good night's rest the night before the interview.
*If you are ill, call and postpone your interview if possible.

*Be natural
*Be yourself
*Don't slouch - use good posture
*Be pleasant
*Be wide-awake intelligent listener
*Don't appear too tense or too relaxed!

*Practice voice control
*Use good diction
*Use correct grammar

*Be poised
*Watch your manners (these are as important as your qualifications.)
*Don't do anything that would offend those you want to impress.
*Control your emotions
*Don't smoke or chew gum
*Do ask pertinent questions
*Don't sit down until the interviewer asks you to be seated.

Preparing for an Interview

The interviewer will discuss with you the answers you have given on your resume or on the employment application. He or she will enlarge your answers in order to draw you out in more detail, attempting to discover the following things about you:

How you express yourself
The extent of your vocabulary
Your mannerisms
Your ability to "think on your feet"
Your basic temperament
Your ability to get along with others
Your sense of humor

The interviewer will also be looking for the personal characteristics:

Positives	Negatives
Appearance	Nervousness
Courtesy	Agitation
Sincerity	Evasiveness
Humility	Overaggressiveness
Self-confidence	Bragging
Method of reasoning	Downtrodden attitude
Intelligence	Antagonism
Patience	Personality quirks
Enthusiasm	Proneness to complain
Interest	
Grasp of situation	

In preparing yourself for that important job interview, you should spare no pains to do anything that might give you an advantage.

Try to get an early interview, the time of day or the day of the week can be important. Try to avoid Monday morning interviews, interviews immediately before or after lunch, or interviews just before a holiday. Friday morning interviews are great if you can manage one. Also, try to arrange the interview with your peak phase of the day.

Get things together that you may want to have with you at the interview, in case you need them--letters of recommendation, certificates, awards, extra resumes or pocket resume forms, transcripts, notebook, pad, and pen, etc.

Finally, give yourself "once-over", make sure you have everything, and BE PROMPT: not too early; not at all late. Ten to fifteen minutes before your appointment is considered about right.'

Questions Frequently Asked

It can be embarrassing--and frequently disastrous--to be stumped on an interview question. It's best to have answers ready for the questions that are likely to be asked. Here are some of the most frequent:

1. Tell me a little bit about yourself.
2. What are your future vocational plans?
3. In what school activities have you participated?
4. What are your hobbies?
5. In what type of position are you interested?
6. Why do you want to work for us?
7. What jobs have you held?
8. What do you know about the company?
9. What relevant training have you received?
10. What are your salary requirements?
11. What determines progress in a company?
12. Why do you want this job?
13. Can you follow instructions?
14. Can you take criticism?
15. What have you learned from other jobs?
16. What kind of work interests you?
17. Were you in the military?
18. Do you like routine work?
19. Have you any serious illness or disability?
20. Do you plan to return to school?
21. Do you like to travel?
22. How do you feel about working overtime?
23. Why do you feel you are qualified for this job?

Problem Questions

It is very easy to be "put on the spot" during a job interview. In fact, unless you are really prepared for some of the tough questions, you can count on running into one that you won't know how to answer. That's why it is so important that you are prepared to answer questions like:

"Why do you want to work for this company?'
"What is the real reason you left your last job?"
"What do you have to offer us?"
"How much do you figure you're worth? Why?"

Here are some sample interview situations and some suggested ways of dealing with them:

Poor references from the last job. If you know that a former employer will not give you a good reference, it's best to admit it from the first, explaining why you weren't suited for the job. Suggest that other references may have much better things to say about you.

"Hopscotch" job history. If you've jumped from job to job a lot, you might explain that you were interested in exploring different kinds of work roles and that you now are sure that you've finally found the kind of work that suits you.

Lack of education. Don't try to hide your educational deficiencies or weaknesses in certain academic areas. For example, if you are poor in writing and spelling, the fact that you are willing to admit it shows that you are aware of your problems and are likely to work upon improving them.

About pay. Even if the paycheck is one of your uppermost concerns, don't appear to be overly interested in money. Be modest. More important in the long run is the amount of opportunity the job offers you. Show that you are ambitious and expect to earn and receive promotions.

Physical and mental problems. If you have a handicap of any kind that may affect your job performance, be sure to mention it to the interviewer, but be careful not to undervalue your capabilities.

Statements to avoid:

"I need the money to pay my debts."
"I need the job because I'm getting married."
"I'll take any job you have."
"Please give me the job because I need it worse than anyone else."

REJECTION SHOCK

Anyone who has been on a serious job hunt has quite likely encountered periods of rejection shock after having been turned down from several promising jobs; it's only natural that self-doubt and dejection, a low personal esteem will tend to set in. The harder one tries, the more keenly disappointed he or she may be.

Rejection shock, however, is one of the worse and most insidious enemies of a successful job search. Unless it is effectively controlled, it cannot only sabotage all prospects of employment, but can do serious emotional damage to the job hunter as well.

The important thing, of course, is to never give up. You know that you face being turned down on every job you apply for, so be prepared for that possibility.

Instead of letting rejection shock set in, however, you should attack the problem contructively, continually assessing your job hunting techniques and improving upon them. Try to get as much feedback as possible from the employer that turns you down, inviting him or her to be quite candid with you in the reasons why you weren't hired. Ask for suggestions on how you may improve yourself so that the next time you may be more successful.

And remember, no matter how discouraged you may become, that everyone can get a job if he/she really wants one and is willing to put forth the effort it takes.

YOU'RE HIRED

Getting a job isn't an everyday occurrence for the individual, but just the same, there are certain things that need to be considered, and other things that need to be done, perhaps more than can be listed here. However, presented herein are some general notions and guidelines that will undoubtedly assist the jobhunter in getting a job.

Forms to be Completed

Social Security. Your employer will need to have your social security number because an amount will be deducted from your paycheck and deposited in your federal social security account, with your employer matching each deduction by contributing an equal amount to your account. Social security retirement, survivors' and disability benefits and sometimes hospital insurance benefits are paid for by contributions based on your earnings, so that funds will become available when you become eligible through disability or retirement.

Employee's Withholding Allowance Certificate. Your employer must withhold a certain amount of your earnings and turn it over to the federal and state governments for payment of your taxes. Upon being hired, you will be required to complete a Form W-4 (Employee's Withholding Allowance Certificate) or a Form W-4E (Exemption Form Withholding).

Insurance Forms. If your employer provides insurance for you, it will be necessary for you to complete a medical history and insurance application form, giving the details of your personal health and your family's health history.

Other Forms. In addition to the federal and state tax forms, there may be many other forms you will be required to complete. Examples of these might be agreement forms, assurances, waivers, and detailed personal history forms. Be sure you understand the purpose of each form you sign, however, and how it will be used.

Labor Unions and Professional Groups

Only a few years ago, unions and professional organizations were distinctly different groups. Union membership was largely comprised of craftspersons and laborers, while professionals included mostly college-educated and credentialled persons engaged in a given discipline or special type of work.

Now, however, the functions of both types of groups have changed and seem to be combining in common efforts. Chances are, you will be given a choice of whether or not to join a union or a professional organization, since one or the other covers most jobs today.

Contracts. Whether or not you actually sign a written contract form in accepting employment you have actually established a contract between you and your employer, wherein you agree to do certain things in return for a given amount of renumeration and benefits. In some cases, however, it is necessary to put the terms of such an agreement in the form of a written contract so that there is no possibility of misunderstanding on the part of either you or your employer. Usually a written contract is developed if the employer plans to invest quite a bit of training in you, or to cover other special provisions of the terms of your employment, such as bonding, minimal lengths of employment terms, and so forth.

Employee Benefits

Once you have established what constitutes your half of the agreement--what you must do, how well, and under what conditions--you and your prospective employee should together explore the other side of the bargain: What the employer will give you in return.

However, in looking at the long-range rewards of a job, there are more things to take into consideration than salary, because often a seemingly low-paying job with good benefits will net you more over the long haul than one that offers much higher earnings. In fact, benefits are a way for the employer to give you more rewards than the company could by giving you the same amount of money. Here are some examples:

Insurance. Frequently the employer will pay for your health and medical insurance and in doing so, usually gets you better coverage than you could get on your own with the same amount of money.

Vacations. The length of vacation and whether it's paid or not is a very important benefit. Check on this, on sick leave policy, "personal" days, and other forms of discretionary absences.

Expense Accounts. Most jobs that require out of pocket expenses have liberal expense repayment. Sometimes it's possible to be granted an expense account that is as large as the salary. Many companies offer other things too, like free coffee, free uniforms, free transportation, inexpensive lunches at the cafeteria, a company car and free parking, where you'd have to pay for these yourself otherwise.

Job Descriptions

Usually most or all of the jobdescription will be covered in the job interview or shortly thereafter, but the main thing is to have all the facts

before agreeing to take the job. Essentially, you need to find out:

1. What it is you must do. Try to get a complete description of the tasks, responsibilities, and day-to-day functions that you will be expected to perform. Many employers nowadays have a written job description which covers the requirements and duties of the job. If none is available, be sure to review all the details of the job--particularly if it has a very general title, like "Assistant" or "Helper" or "Manager"--so that you know beforehand exactly what you will be expected to accomplish.

2. To what degree or how well it must be done. Find out how your performance will be evaluated and the full extent of your responsibilities. Just finding out what it is you must do isn't enough: You must also find out how far you must go in doing it acceptably.

3. Under what conditions you must do it. Often neglected, this is an extremely important aspect of the job description. All the conditions that impact upon your accomplishing the job, including not only just the physical but the psychological, seasonal, and enviromental, and social as well must be carefully reviewed.

The physical setting in which you will work the hours, the kinds of people you will work with, the kinds of equipment you will use--all of these can be very decisive factors in your job satisfaction and success. Be sure to get <u>all</u> the facts about the job before you accept it.

JOB SURVIVAL

You and your supervisor--a good relationship between worker and supervisor is one based on mutual respect. "Usually the supervisor affects the success or failure of your job more than any other individual besides yourself."

What you can expect from your supervisor (employer)

1. Prompt payment of salary.
2. Safe working conditions.
3. Complete explanation of accepted performance and procedures.
4. An acceptable social situation.
5. Proper training.
6. Periodic evaluation of performance.
7. Proper notice for change in responsibility and/or performance.
8. Fringe benefits that are normally provided.
9. Notice of advancement opportunities.

What is expected of you:

1. Capability.
2. Dependability and promptness.
3. Cooperation.
4. Initiative.
5. Loyalty and honesty.
6. Acceptance of assignments and responsibilities.
7. Acceptance of criticisms.
8. Efforts for improvements.
9. Pleasant disposition.

You and Your Co-workers

If one is successful here in working relationships chances of being successful on the job will be greatly increased.

Getting a ng with Co-workers

1. Emotional consequences: Being associated with a group of people six, seven, eight or more hours a day with whom you cannot properly communicate or in a situation in which you are not socially accepted, can be emotionally disturbing.

2. Effect on total production: An effectively operating team is required to realize maximum production.

Your Attitude - Very important

1. Be pleasant, smile.
2. Be positive and not negative.
3. Be helpful.
4. Be interested.
5. Be tactful.
6. Accept change
7. Don't alibi - accept responsibility for everything you do.

JOB ADVANCEMENT

Many persons strive long and hard to get a job, only to become mediocre employees. Frequently the result is a vicious circle, where the employee can't advance because he or she isn't putting forth top performance, and isn't performing as well as he or she could, because there seems to be little hope of advancement. Where this happens, the person may quit or be fired and go on to another job, where the same thing may happen--all because the person becomes stagnant, not knowing how to take the steps to better job success and greater personal regards.

While the terms of success may only be defined according to your own individual sense of values, There are certain principles associated with what may be considered with getting ahead on the job. Just as all jobs have many things in common, successful employees share certain common traits. Here are some selected pointers on how to make yourself into a key employee:

1. Be the best; be a pro. Prove yourself as a professional in your job, carrying your full load and accomplishing your duties with a sense of craftsmanship and timeliness.

2. Really get to know the company or organization that you work for and all it does, but without stepping on anyone's toes or making them feel threatened by your persistent interest.

3. Master a specialty related to yours--this frequently will give you the chance to shine in doing something "above and beyond the call of duty."

4. Take part in the company's special activities; do more than your part to make them all a huge success. Take on only responsibilities you can handle, though.

5. Learn something crucial--every business has aspects of its operation that are 1) critical, 2) better done by one person. Develop leadership.

6. Build good personal relationships both with your supervisors and your fellow employees on an individual basis.

Here's a humorous approach to getting a raise, but one that reflects a sound philosophy:

1. Be sure you have earned it.
2. Be sure your boss knows you have earned it.
3. Be sure your boss knows that you know you have earned it.
4. Be sure your boss knows that you know that he knows you know that you have earned it.

TERMINATION OF EMPLOYMENT

Often the circumstances under which you leave a job directly affect the process of getting another job, so it is best that you learn the proper way to resign from a job. Here are some pointers:

1. Don't "tell off your boss" and stomp out the door, slamming it behind you. If you have a lot of negative feelings and poor attitudes about the job, that's exactly what is liable to happen as a result of an eventual confrontation. Under circumstances like those, it's far better to quietly give at least one pay period's notice and to continue doing your work until you can leave without creating an awkward situation. Or, you could go on working as usual and be looking for another job, deferring giving proper notice until you have secured another job.

2. Never ask your boss whether or not you should quit; it's entirely your decision and one that you must shoulder yourself.

3. Proper notice is essential. Two weeks' notice is the minimum that you should give, and if you're paid monthly, you should provide a month's notice.

4. Arrange a smooth transition of your duties and responsibilities. Leave the company your forwarding address or instructions on how to get in touch with you, should something come up.

5. Give a personal goodbye to everyone you have worked with and let them know you have enjoyed working with them. Don't bad-mouth anyone.

If you will follow these principles, your exit will leave the door open behind you for future references and in case you should ever want to work there again.

Why employees are fired

The following list of qualities are cited as the most frequent reasons for dismissing employees:

1. Carelessness.
2. Unwillingness to follow rules.
3. Inability to get along.
4. Laziness.
5. Troublemaking.
6. Dishonesty and disloyalty.
7. Too much attention to outside interests.
8. Lack of initiative
9. Too little or too much ambition.
10. Irresponsibility
11. Misrepresentation.
12. Disobedience.
13. Lack of adaptability.

Shock of Job Loss

No matter how you slice it, being out of work--no matter how it happens--can be tough. Now, in addition to keeping up with the debts you incurred while you were working and the insecurity associated with being out of work, you've got to renew your job hunt, starting all over again. Here are some pointers and reminders to guide you:

1. Remember your original list of personal contacts? Well, now is the time to resurrect and update them, adding the contacts you've met since then.

2. Redo your resume, adding the experience and knowledge you've gained, plus any training.

3. Put out feelers. Write letters; visit the employment service and employment agencies; visit the most promising companies; scan the want ads, (and perhaps you could put a "position wanted" ad in yourself) and use the connection you've developed on your last job.

4. The conditions under which you left your former job become more and more critical at this point. Whether or not your former employer will give you good recommendations may determine whether or not you get the next job you want. If the conditions were unfavorable, try to patch things up after allowing a reasonable time for things to cool off. If the conditions were favorable, stay in touch with your former employer and keep him or her apprised of your progress.

5. You must always show your former employer as a reference, because he or she will no doubt be contacted anyhow--and especially if his or her name is conspiciously absent.

6. Always look on the brighter side when in between jobs--you have the opportunity to get a better job than the one you just left.

7. Make the law of averages work for you—the more people you see, the more chances you have of getting a job.

8. Remember that there's no such thing as not having a job. If you're unemployed you have a full time occupation of finding a job.

EQUAL EMPLOYMENT RIGHTS

Today, the relationships between the basic rights of equality--as intended and guaranteed by the U.S. Constitution--and the employment and work practices as they exist have been greatly clarified by a series of milestone legislative actions and Executive Orders which both individually and collectively spell it out: Equal employment opportunity means that there will be no discrimination because of race, color, creed, sex, age, national origin, physical or mental disability, or political affiliation or belief. These legislative actions and Executive Orders:

1. Title VII of the Civil Rights Act of 1964.
2. Equal Employment Opportunity Act of 1972.
3. Executive Order 11246 (as amended by Executive Order 11375).
4. Office of Federal Contracts Compliance Orders 4 and 14.
5. Equal Pay Act of 1963.
6. Age Discrimination in Employment Act of 1967.
7. Title VI of the Civil Rights Act of 1964.
8. National Labor Relations Act and related laws.
9. Title IX, Education Amendments Act of 1972.
10. Civil Rights Act of 1866 and 1970.
11. Equal Protection Clause of the 14th Amendment.

...all serve to clarify and underscore how our basic belief in equality is to be applied to the World of work and define what we mean by equal employment opportunity.

What does it Mean to Me?

It means that no one can refuse to let you apply for a job on the grounds of your race, color, creed, sex age, national origin, physical or mental disabilities, or political beliefs.

It means that no one can deny you a job for anyone of those reasons, either. Fitting into any one kind of pattern based on those characteristics shouldn't cause you to get a job, nor should it prevent you from getting one. As seen in former chapters, there are plenty of other things to judge you on--your abilities and talents, your education, your skills, and your attitudes, and so on. All of those factors should determine whether you get the job, not your race, color, creed, sex, age, national origin, physical or mental disability or political belief.

It doesn't mean that once you get a job, that you can't be fired, laid off--or even demoted; it does mean that none of these actions may be based on race, color, creed, sex, age, national origin, physical or mental disability, or political belief.

It means that no one may receive different treatment because of these factors. Salaries, benefits, working conditions, promotions, layoffs--none of these may be based on race, color, creed, sex, age, national origin, physical or mental disability, or political belief.

Affirmative Action

In an effort to bring equality in employment opportunity to the disadvantaged and to those minority groups that have been formed by discrimination in the past, affirmative action is a comprehensive program that aids companies and organizations operating under any kind of government contract or meeting interstate commerce guidelines or hiring over fifteen employees to set goals for hiring minorities and the disadvantaged. Under the provisions of affirmative action any governmental agency, any corporation or private company receiving any kind of public funds, or any company subject to the rules of interstate commerce of any company of a specified size must

actively participate in the hiring of minorities and disadvantaged persons, showing preference where possible. This way, persons such as disabled veterans, women and other minority group representatives and other special population groups are assured of having a chance at a job.

PUTTING IT ALL TOGETHER

Students completing this handbook will be better able to evaluate the different roads one may travel in search of employment. The job search is a full-time job if you are unemployed. This is one job you must work hard at if you are to be successful in getting employment.

There is no sure way to seek employment and be assured it will work. If some information in this handbook doesn't seem to work for you adopt it to fit your job search.

If a job is not available in your career field in the area you live, don't be afraid to move to another area of the state or country.

After you have found the job you want continue your education and training so that you may receive job advancements within the company you work.

POCKET RESUME

EDUCATION	Name & Address of School	HOW LONG ATTENDED	YEAR GRADUATED	COURSE OR DEGREE
HIGHEST GRADE COMPLETED				
OTHER TRAINING ETC				
TOOLS EQUIPMENT MACHINES OPERATED				

WORK EXPERIENCE • EMPLOYMENT RECORD •

EMPLOYER'S NAME AND ADDRESS	NAME OF SUPERVISOR	FROM	TO	WAGE OR SALARY

REFERENCE	ADDRESS	PHONE NUMBER

PREVIOUS ADDRESSES

NUMBER	STREET	ZIP CODE	TELEPHONE NO.

OTHER INFORMATION

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Check List For Job Interview

PREPARATION

- ☐ Learn something about company.
- ☐ Have specific job or jobs in mind.
- ☐ Fill in Pocket Resume.
- ☐ Review, in your mind, your qualifications for job. Be prepared to answer broad questions about yourself.
- ☐ Bring any military discharge papers.

APPEARANCE

- ☐ Freshly scrubbed
- ☐ Well groomed.
- ☐ Suitable dress.
- ☐ Make-up in good taste.

INTERVIEW

- ☐ Be prompt.
- ☐ Answer questions directly and truthfully.
- ☐ Be well mannered.
- ☐ Use proper grammar and good diction.
- ☐ Be enthusiastic and cooperative.
- ☐ Don't be afraid to ask questions.

TEST

- ☐ Listen to instructions.
- ☐ Read each question carefully.
- ☐ Write legibly.
- ☐ Don't dwell too long on one question.